Search Notes



Application	Control No.
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Applicant(s)/Patent under Reexamination

10/723,415

Examiner

COULE, STEVEN J.

Art Unit

Thjuan P. Knowlin

2614

	SEARCHED				
Class	Subclass	Date	Examiner		
379	265.03	2/7/2007	тк		
379	266.1	2/7/2007	тк		
370	352	2/7/2007	тк		
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INTERFERENCE SEARCHED				
Class	Subclass	Date	Examiner	
			. •	
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SEARCH NOT (INCLUDING SEARCH))
	DATE	EXMR
EAST search terms: monitor; queue; distribution; statistical; XML; format; call; center; ACD	2/7/2007	TK
EAST steven near2 coule.in.	2/7/2007	тк
EAST 379/265.03 and monitor\$5 near3 queu\$5 and XML and statistic\$5 near2 (information or data) and call near center.clm.	2/7/2007	тк
EAST 379/265 and monitor\$5 near3 queu\$5 and XML and statistic\$5 near2 (information or data) and call near center.clm.	2/7/2007	тк
EAST monitor\$5 near3 queu\$5 and XML and statistic\$5 near2 (information or data) and and (ACD or call near center).clm.	2/7/2007	TK
See attached Search Text	2/7/2007	тк